

# CBSE | DEPARTMENT OF SKILL EDUCATION

## FRONT OFFICE OPERATIONS (SUBJECT CODE -810)

CLASS XII (SESSION 2021-2022)  
BLUE-PRINT FOR SAMPLE QUESTION PAPER FOR TERM - II

Max. Time Allowed: 1½ Hours (90 min)

Max. Marks: 30

### PART A - EMPLOYABILITY SKILLS (05 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS - VSA (1 MARK EACH)	NO. OF QUESTIONS - SA (2 MARKS EACH)	NO. OF QUESTIONS - LA (4 MARKS EACH)	TOTAL NUMBER OF QUESTIONS
4	Entrepreneurial Skills-IV	2	1	-	3
5	Green Skills-IV	2	1	-	3
<b>TOTAL QUESTIONS</b>		<b>4</b>	<b>2</b>	<b>-</b>	<b>06</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>Any 3</b>	<b>Any 1</b>	<b>-</b>	<b>04</b>
<b>TOTAL MARKS</b>		<b>3 x 1 = 3 Marks</b>	<b>1 x 2 = 2 Marks</b>	<b>-</b>	<b>05 Marks</b>

### PART B - SUBJECT SPECIFIC SKILLS (25 MARKS):

UNIT NO.	NAME OF THE UNIT	NO. OF QUESTIONS - VSA (1 MARK EACH)	NO. OF QUESTIONS - SA - I (2 MARKS EACH)	NO. OF QUESTIONS - SA - II (3 MARKS EACH)	NO. OF QUESTIONS - LA (4 MARKS EACH)	TOTAL NUMBER OF QUESTIONS
5	Introduction to basic Front Office operation	3	2	1	1	7
6	Safety and Security in Hotels	1	2	1	1	5
7	Problem Solving & Situation Handling	2	-	1	1	4
8	Responsible Hotels	1	1	1	-	3
<b>TOTAL QUESTIONS</b>		<b>07</b>	<b>05</b>	<b>04</b>	<b>03</b>	<b>19</b>
<b>NO. OF QUESTIONS TO BE ANSWERED</b>		<b>05</b>	<b>03</b>	<b>02</b>	<b>02</b>	<b>12</b>
<b>TOTAL MARKS</b>		<b>5 x 1 = 05 Marks</b>	<b>3 x 2 = 06 Marks</b>	<b>2 x 3 = 06 Marks</b>	<b>2 x 4 = 08 Marks</b>	<b>25 Marks</b>
<b>TOTAL MARKS</b>		<b>5+25 = 30 MARKS</b>				

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### CLASS XII (SESSION 2021-2022) SAMPLE QUESTION PAPER FOR TERM - II

Max. Time Allowed: 1½ Hours (90 min)

Max. Marks: 30

#### General Instructions:

1. Please read the instructions carefully
2. This Question Paper is divided into 03 sections, viz., Section A, Section B and Section C.
3. Section A is of 05 marks and has 06 questions on Employability Skills.
  - a) Question numbers 1 to 4 are one mark questions. Attempt any three questions.
  - b) Question numbers 05 and 06 are two marks questions. Attempt any one question.
4. Section B is of 17 marks and has 16 questions on Subject specific Skills.
  - a) Question numbers 7 to 13 are one mark questions. Attempt any five questions.
  - b) Question numbers 14 to 18 are two marks questions. Attempt any three questions.
  - c) Question numbers 19 to 22 are three marks questions. Attempt any three questions.
5. Section C is of 08 marks and has 03 competency-based questions.
  - a) Questions numbers 23 to 25 are four marks questions. Attempt any two questions.
6. Do as per the instructions given in the respective sections.
7. Marks allotted are mentioned against each section/question.

### SECTION A

(3 + 2 = 5 marks)

Answer any 03 questions out of the given 04 questions		1 x 3 = 3
Q.1	Name the premier organization of the Ministry of Skill Development, Government of India, engaged in training, consultancy and research to promote entrepreneurship and skill development.	1
Q.2	Which entrepreneur uses their technical expertise to create and offer machines, tools and methods and constantly innovate to make industrial processes efficient?	1
Q.3	Name the process by which the plants and crops are grown in an environment friendly way.	1
Q.4	What does FPOs stand for?	1
Answer any 01 question out of the given 02 questions		2 x 1 = 2
Q.5	Briefly explain any two qualities of a successful entrepreneur?	2
Q.6	What is Eco-tourism? What are the main available green jobs in this sector?	2

**SECTION B****(5 + 6 + 6 = 17 marks)**

<b>Answer any 05 questions out of the given 07 questions</b>		<b>1 x 5 = 5</b>
<b>Q.7</b>	What do you understand by guest cycle?	<b>1</b>
<b>Q.8</b>	Who is termed as an under stay guest?	<b>1</b>
<b>Q.9</b>	Which is the first stage in the flow of reservation process?	<b>1</b>
<b>Q.10</b>	Which keys are generally used in housekeeping when a room attendant is assigned a specific group of rooms to clean or inspect?	<b>1</b>
<b>Q.11</b>	What is an attitudinal complaint?	<b>1</b>
<b>Q.12</b>	What is so special about a meek customer?	<b>1</b>
<b>Q.13</b>	In green certification, what does STEP stand for?	<b>1</b>
<b>Answer any 03 questions out of the given 05 questions</b>		<b>2 x 3 = 6</b>
<b>Q.14</b>	Enlist any two benefits of affiliate network reservation system.	<b>2</b>
<b>Q.15</b>	What are the main uses of density charts?	<b>2</b>
<b>Q.16</b>	Discuss any two importance of maintaining security records in hotels?	<b>2</b>
<b>Q.17</b>	What are the main issues covered by external security aspect in a hotel? Write any two security measures used for this purpose?	<b>2</b>
<b>Q.18</b>	How do hotels benefit from going green? (Any two points)	<b>2</b>
<b>Answer any 02 questions out of the given 04 questions</b>		<b>3 x 2 = 6</b>
<b>Q.19</b>	How group reservations are differentiated from the FIT reservations?	<b>3</b>
<b>Q.20</b>	Enumerate the lost and found procedure followed in hotels, in case a guest who has already checked out?	<b>3</b>
<b>Q.21</b>	What are the various ways in which the guest complaints are identified in hotels? Why it is important for management to identify guest complaints?	<b>3</b>
<b>Q.22</b>	Enlist any three basic characteristics of green hotels?	<b>3</b>

**SECTION C**  
**(COMPETENCY BASED QUESTIONS)**

**(4 x 2= 8 marks)**

<b>Answer any 02 questions out of the given 03 questions</b>		
<b>Q.23</b>	The reservation department plays a very important role in increasing the efficacy of the hotel. The data generated during the reservation process can be utilized to accelerate the facilitation of guest services and planning the activities of sales and marketing department. Enlist eight points to justify the vital importance of reservation in hotels.	<b>4</b>
<b>Q.24</b>	Mr. Charlton and family checked-in at Royal Residency Hotel as long staying guests. As they are carrying ornaments and some valuable documents, they requested the hotel management for a provision to keep their valuables. What would be provided by the hotel for their valuables and explain the procedure to be followed for the same?	<b>4</b>
<b>Q.25</b>	As a hotel receptionist, you encountered an aggressive customer and a chronic complainer customer. What are the special characters of these two types of customers? Explain in detail how to respond to them and also the risk involved in handling these customers?	<b>4</b>